DOCUMENT RESUME

ED 384 299 HE 028 412

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TITLE	Total Quality Management: Implications for Higher Education.
REPORT NO	ISBN-1-886626-00-6
PUB DATE	95
NOTE	453p.
AVAILABLE FROM	Prescott Publishing Co., 106 S. Main St., Maryville, MO 64468 ($29.95 hardcover).
PUB TYPE	Collected Works - General (020) -- Reports - Descriptive (141) -- Books (010)
EDRS PRICE	Document Not Available from EDRS.
DESCRIPTORS	College Faculty; Community Colleges; Educational Quality; Educational Trends; Excellence in Education; *Higher Education; Leadership; Partnerships in Education; Program Implementation; Public Colleges; School Health Services; School Holding Power; Sociology; *Total Quality Management
IDENTIFIERS	California State University Dominguez Hills; Organizational Culture; University of Arizona; University of Pennsylvania; Virginia; Westinghouse Hanford Company; Xerox Corporation

ABSTRACT

This book contains 19 papers describing the implementation of Total Quality Management in a variety of higher education settings. Following a Foreword by Peter Likins and a Preface by Daniel J. Julius, the chapter titles and authors are: (1) "TQM: Implications for Higher Education--A Look Back to the Future" (Allan M. Hoffman and Randall Summers); (2) "TQM: The Westinghouse Experience" (Aris Melissaratos and Carl Arendt); (3) "A Journey to Excellence" (Dennis P. Grahn); (4) "Organizational Culture--Quality Service: The Ritz-Carlton Approach" (Tami J. Gilbert); (5) "Lessons Learned: Virginia's Quality Initiative in Public Education" (Yvonne V. Thayer); (6) "Partnering for Quality" (Anthony W. Corso); (7) "Partners for Quality in a University Setting: California State University-Dominguez Hills and Xerox Corporation" (Amer El-Ahraf and others); (8) "Implementing TQM in a Community College: Lessons Learned" (Linda M. Thor and Sharon Koberna); (9) "TQM Implementation: A Perspective from 20/20 Hindsight" (Marvin E. Lane); (10) "Learning, Learning Organizations, and TQM" (John Cleveland and Peter Plastrik); (11) "Quality Learning Teams: Improving Student Retention, Performance, and Satisfaction" (Edith Finaly-Neumann and Yoram Neumann); (12) "Involving Faculty in TQM" (K. Patricia Cross); (13) "Quality Process Management for Colleges and Universities" (L. Edwin Coate); (14) "Continuous Organizational Renewal is Total Quality at the University of Arizona" (Vern R. Johnson and Kenneth R. Smith); (15) "TQM at the University of Pennsylvania" (Marna C. Whittington and William E. Davies); (16) "The Total Quality Management Movement: Practicing Good Sociology in Educational Settings" (Thomas R. Plough); (17) "Practicing Leadership" (Thomas W. Davis); (18) "Beyond TQM: Toward the Agile Revolution in Education" (Gerald J. Richter and Galen C. Godbey); and (19) "Continuous Quality Improvement: Implementation in the Academic Health Center" (Thomas C. Robinson and Ann Dalzell). Most chapters contain references. (JB)